

FREQUENT HOSPICE CITATIONS RELATED TO VOLUNTEERS 2011- 2013

1. L509- Patient Rights- Hospice must immediately investigate and try to resolve grievances, complaints regarding services and document the complaint, investigation and resolution.
2. L524- The comprehensive assessment of each patient must identify all needs (psychosocial, physical, spiritual and emotional). This would include volunteer needs for patient/ family.
3. L533- The interdisciplinary group must update the comprehensive assessment, considering changes in patient/ family needs, and progress toward desired outcomes, and update the assessment at least every 15 days (state says 14 days).
4. L545- The plan of care must include patient/ family goals and interventions based on problems identified in the initial and/or updated comprehensive assessments.
5. L552- The interdisciplinary group (IDG meetings) must update the plan of care as often as at least every 15 days (state says 14 days) with changing needs of patient/ family per the findings of updated comprehensive assessments.

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Volunteer citations are not in our top five deficiencies for the past three years, but the following are the most frequent volunteer tags we cited: (#8 –top tag)

6. L643: Hospice must provide and document volunteer orientation/ training consistent with hospice industry standards.
7. L644: Hospice must use volunteers in roles including day-to-day administrative and/or direct patient services.
- 8. L647-** Hospices must use volunteers in day-to-day administrative and/or direct patient care services in an amount that, at a minimum, equals 5 % of the total patient care hours of all paid staff (contract and employees) AND the hospice must maintain records on the use of volunteers for patient care and administrative services, including the type of services and time worked.